



## TWO MORE GREAT REASONS TO ATTEND THE 2003 DPA FALL CONFERENCE:

### FORMER GOVERNOR RICHARD LAMM TO PROVIDE KEYNOTE ADDRESS; NOTED I/O PSYCHOLOGIST, DR. RICK JACOBS, TO CONDUCT TWO WORKSHOPS

Former Governor Richard Lamm has committed to provide the keynote address for the 2003 DPA Fall Conference, Friday, October 17, at the Arvada Center for the Arts & Humanities. Lamm will present compelling ideas about the current challenges in the healthcare industry and the implications for the future.

A promotional for his forthcoming book, *The Brave New World of Healthcare* sums up Lamm's experience in this area well: "Governor Lamm, a nationally recognized policy expert, examines the current economic and demographic trends affecting healthcare and social security. In addition to providing stimulating discussion pointing out the problems and challenges in these areas, Lamm provides a framework for remedying the current crisis."

Also this year, conference organizers are honored to have Dr. Rick Jacobs from The Pennsylvania State University conduct two workshops: Strategic Staffing: The Future of Selection and Developing Your Workforce: Meeting Organizational Needs.

Dr. Jacobs has an international reputation in applied psychology. He is a professor, researcher and practitioner. During the first 20 years of his professional career he was a full-time faculty member and part-time consultant. In July of 1997 he reversed those roles becoming head of the North American Consulting Division of SHL. His interests include performance analysis, personnel decision-making, and selection system design and evaluation. He works with some of the largest cities in the US and with Fortune 500 companies.

Jacob's Strategic Staffing workshop will explore the use of competency-based methods for job description, the linking of job description results to assessment tools and the e-enablement of the entire process. Examples of this exciting new approach will be shared and participants are encouraged to offer their particular employment selection needs to the discussion. For the Developing Your Workforce workshop, Jacobs will present and

discuss a four-step organizational improvement. Tools to make this happen will also be presented and ideas will be put to the test through active discussions among participants at the workshop.

A final agenda is published on the last page of this issue. The conference is scheduled to begin at 8:00am sharp, and attendees are asked to check in between 7:30am and 8:00am. The cost for the conference is only \$35 dollars per person (which includes all conference materials, continental breakfast, lunch and snacks). **You must register for the conference by October 13 and can do so on-line at [www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr).**

## ANOTHER REASON TO ATTEND: AMERICA'S BACK IS BACK

Back injuries are one of our major workers' compensation claims and also one of the 'stars' of our benefits program. America's Back offers an alternative exercise program for people suffering from low back pain. They will be one of our vendors at our 2003 Colorado Fall Conference.

They will be located in the trailer in the parking lot of the Arvada Center during the conference. Please stop by and see what five minutes a week can do for you and your back!

# BULLETIN NEWS BRIEFS

- The FY 02-03 Workforce report has been published and is available at [www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr). The report contains general workforce statistics and provides information on retirement, turnover, and job growth trends. This year's report provides a comprehensive view of retirement eligibility and the appendix has been revised to provide a demographic 'snapshot' of each higher education institution and general government department. DHR hopes this report will assist department human resources staff to identify current staffing shortages, define future staffing needs, and plan for the workforce of the future. Please note: a link has been provided so you can provide input for future reports. Your participation in this survey is encouraged..
  - 2004 Open Enrollment runs from October 20 through November 7. Employees can access the On-line Open Enrollment System during this time period. The link to the on-line system will only be active during the open enrollment period. All the open enrollment materials needed to help you make informed choices for your 2004 benefits are available now at [www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr) (under "2004 Open Enrollment").
  - The full-day basic FMLA training is scheduled for Monday, October 27, 2003 at the Department of Transportation's Headquarters building, room 220, from 8:30am to 4:30pm. This is the detailed training that covers all of the basic of FMLA administration including eligibility, reasons for leave, serious health conditions, employer and employee requirements, forms, job restoration, and confidentiality. The course is designed for those who work with FMLA on a regular basis and for those needing a refresher on the basics of FMLA compliance.
  - Upcoming PCP Personal Services Contract Training includes the following: [Level 1 - Basic](#), November 20, 2003, 9am - 4pm, Centennial Building, 1313 Sherman Street, Room 220 & [Level 2 - Advanced](#), October 28, 2003, 1pm - 4:30pm, Red Rocks Community College, Room WE2754.
- For more information about either the FMLA training or the Personal Services Contracts PCP, or to register contact Judi Karg at [judi.karg@state.co.us](mailto:judi.karg@state.co.us).
- Statewide performance ratings results for 2003 are compiled with comparisons to 2002 and are available on-line at [www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr). Charts show both 2003 and 2002 data statewide, for all higher education institutions, for all general government departments, and for each individual department or higher education institution. If you have any questions, please contact Karen Schaefer at 303-866-2169.
- To learn more about these and other human resources, risk management, benefits, and C-SEAP policies and issues, go to [www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr) and be sure to check under "Recent News."

## ENCOURAGE EMPLOYEES TO TAKE ADVANTAGE OF FLU SHOTS

Concentra, in conjunction with Risk Management, has again scheduled several opportunities for employees to inexpensively prepare themselves for the flu season with a flu shot. The cost is only \$16, and sites are open to all state employees, their family members, and friends. Payment is by check or cash. Shots are given on a first come, first served basis. At some sites, employees will need a state ID or other form of identification and may have to sign into the building.

This service is provided for the immediate metro area and any employee may visit any site. Concentra, one of Pinnocol's preferred providers, hires folks to give the

immunizations and needs to consolidate as many state agencies into convenient locations as possible. Concentra does all the scheduling directly with a list of contacts they have developed over the years, and have been providing this valuable service to employees for the fifth straight year, charging only the cost of the shots.

The Center for Disease Control and other organizations are urging people to get the shots, to help mitigate the impact of the flu season and to adequately prepare for the potential of another SARS epidemic. A complete schedule with times and locations is available at the back of this issue. Risk Management would like departments to publicize the schedule and encourage employees to take advantage of this opportunity.

For more information about the flu shot program, contact Risk Management at 303-866-3848.

# EMPLOYEE BENEFITS COMMITTED TO HELPING DEPARTMENTS PREPARE FOR A SUCCESSFUL ON-LINE ENROLLMENT

As the 2004 Open Enrollment approaches, we understand that many of you may have some concerns over the transition to the new, on-line process. We have tried to address these concerns in the following Q & A:

**Q: At the last PPUG meeting, it was my understanding that PPUG would have early access to the system and that there would be additional hands-on training for PPUG. Is this training available and when will it occur?**

**A:** Attached to this email you will find a detailed instruction sheet for use of the new on-line system. Please access the test system at [www.benefitsolver.com](http://www.benefitsolver.com) and register as an administrative user as indicated in the instruction sheet. Feel free to navigate the system and become more familiar with it. We feel confident that once you have had the opportunity to play with the system, many of your concerns about the system itself will be alleviated and you will be able to adeptly explain the process to your employees should they have questions. Also attached, however, is a training worksheet for you to fill out and indicate your need for the hands on training (to be returned to Josh Grudle at [josh.grudle@state.co.us](mailto:josh.grudle@state.co.us) by no later than close of business, October 6, 2003). We will schedule times and locations for the additional training based on the responses, and notify you by noon on Thursday, October 9, 2003 about these training opportunities.

**Q: What exactly is being mailed to employees' homes, and when will it be mailed?**

**A:** All benefits eligible employees will receive a mailing at their home that includes the following: an introductory letter from DPA Executive Director Troy Eid that encourages employees' participation and highlights the keys to this year's process; a personalized and detailed summary of their current benefits elections (Remember that this year is a passive enrollment, and only those employees with changes will need to use the system.); an instruction sheet which first explains the passive enrollment, and further explains how to access and use the on-line system for those who will need it; and, a list of times and locations at the state's community colleges for Internet access for those employees without such access at their home or work. The information will be mailed on October 1, and sample copies of these documents are attached for your convenience.

**Q: I have been to the 2004 Open Enrollment Information website and cannot yet find a single, printable copy of an Open Enrollment packet. Are you going to make one available?**

**A:** A collated, printable version of an Open Enrollment "packet" will be on-line at the 2004 Open Enrollment Information website by close of business October 1. This "packet" can also be used for new hires or mailed to employees' homes at an agency's discretion. While the information on the 2004 Open Enrollment Information website is presented in a substantially different way than in the past, we have worked hard to make it as user-friendly as possible. Plans are listed as statewide plans or regional plans. Someone in the San Luis Valley can directly access those plans available in his or her area, as opposed to having to wade through descriptions of all the State's plans. Our hope is that employees will print only those materials they need to make their personal decisions.

**Q: What if an employee adamantly refuses to use the on-line system?**

**A:** We understand that many employees without Internet access at their homes or work will be resistant to using the on-line system. Encourage those employees to make use of the resources available at the community college or public library (all public libraries in the state have Internet access) nearest their location. As an administrative user, you will be able to access the system and make the changes for an employee. Additionally, the Employee Benefits unit will be providing a 2004 Open Enrollment support call center for employees and administrative users. During the open enrollment period, the support call center will be open from 8am - 8pm, Monday-Friday. The number for the support call center is 303-866-3434 or toll-free 1 800-719-3434.

**Q: When will the assorted Benefit forms be available on line?**

**A:** The Benefit forms are in the process of being revised and will be available on line by the close of business on October 14, 2003. Examples of these forms are: Affidavits, Flexible Spending Accounts and Health Statements.

Please see "Open Enrollment Q & A" on page 6

# ENCOUNTERING MENTAL ILLNESS IN THE COURSE OF WORK: STRATEGIES FOR SUCCESSFUL SERVICE

BY JON RICHARD, PSYD  
LICENSED PSYCHOLOGIST, C-SEAP

**Editor's Note:** *This is the third article in a four-part series on mental disorders in the workplace. The second article appeared in the May 2003 issue.*

Mental illness is common. As noted in earlier articles in this series, in any given year 20% of the population will experience a mental disorder, and 5.4% of the population will suffer from a severe mental disorder. Those with untreated or inadequately treated severe mental disorders are often prone to disturbances of behavior that may cause confusion or even alarm among others. We know that less than 20% of individuals with a mental disorder receive adequate treatment, indicating that as many as 12,000,000 people in this country suffer severe mental illness without receiving adequate treatment, and are, therefore, vulnerable to significant behavioral disturbance.

Given the prevalence of untreated or undertreated mental disorder, it is inevitable that state employees will encounter persons with significant mental illness-related behavioral disturbances among those they serve. Although some State employees (e.g., many in the Department of Human Services) have expert knowledge of mental illness by the nature of their work and their professional training, the vast majority of employees do not have specialized training or knowledge in this area, and may find encounters with behaviorally disturbed persons to be exceptionally challenging, stressful, or even intimidating. The purpose of this article is to highlight some core principles that supervisors can share with employees; these suggestions are designed to promote interactions with mentally ill customers that effectively accomplish necessary business in a manner that supports the dignity and comfort of both the employee and the customer.

"Mental illness" (better: biopsychosocial disorder) is an umbrella term that refers to a wide variety of disturbances of thinking, feeling, and behaving. There is no single pattern of mental illness-related behavior. Therefore, it is most practical to discuss several types of disordered behaviors, and to describe approaches for responding effectively to those specific behaviors.

It is critical to note that persons who are not suffering mental illness may also exhibit unusual behaviors, including those described below. Mental illness should not be inferred, and no person should be labeled as being mentally ill based on the presence of any of these

behaviors alone, and without a formal evaluation by a licensed mental health professional. It is also important to note that the behaviors described are not exhibited by all, or even most persons with mental illness, but are more commonly observed among those individuals with untreated or inadequately treated, and severe, mental illness.

Behavioral difficulties among persons with significant mental illness can be grouped roughly into two major categories: behavioral excesses and behavioral deficits. Behavioral excesses are unusual behaviors that stem from the mental illness and are problematic for the individual or those around him. Examples include extremely rapid or nonsensical speech, peculiar gesticulations or dramatic posturing, intense emotional over-response to seemingly ordinary events (e.g., screaming or sobbing in response to a telephone ringing), extreme distractedness (as if so preoccupied with one's own thoughts that the individual is unable to respond rationally to what is going on around him), violation of routine social norms (e.g., standing nose-to-nose when speaking to a stranger or disclosing highly personal information to a stranger or acquaintance), or exaggerated fearfulness or suspiciousness of others. Behavioral deficits are those areas of behavior that are desirable but are often under-performed by persons with severe mental illness. The person who fails to meet ordinary minimum standards of personal hygiene, or who has difficulty putting thoughts into words, or who is so anxious and fearful that he has difficulty asking for services to which he is entitled, is displaying behavioral deficits.

Because the behavioral excesses and deficits of the severely mentally ill person may be unexpected, unusual, and unnerving, employees may be very concerned with whether mentally ill persons are dangerous. The answer is more complex than a simple 'yes' or 'no.' Although Hollywood stereotypes and crude 'jokes' often portray persons with mental illness as predatory and homicidal, the reality is that the vast majority of mentally ill persons are no more dangerous than the average citizen, and only approximately 3% of violent crime in the U.S. is attributable to mental illness. (By contrast, alcohol and drug abuse play a much greater role in causation of violence). Because of their behavioral deficits, such as difficulties with understanding the risks around them,

**"Encountering Mental Illness" continued on page 5**



#### **“Encountering Mental Illness” continued from page 4**

limited self-assertion abilities, and inhibitions in seeking help, mentally ill persons are far more likely to be victimized than they are to be victimizers. And, when mentally ill persons do become violent, such violence is much more likely to be directed at a family member or friend than at a stranger or at service personnel. However, the mentally ill person who is extremely agitated and angry, or extremely agitated and fearful may, in some cases, react with violence, often out of a misperception that they are in harm's way and must protect themselves. Thus, it is not mental illness or peculiar speech or odd behavior in of itself that signifies risk, but the specific combination of agitation with anger and/or fear, that merits particular caution on the part of the state employees interacting with the disturbed individual.

The following guidelines will be useful in many situations involving mentally ill customers although no set of suggestions can cover all potential situations. It is recommended that managers discuss the guidelines below with staff members as part of regular staff development processes. Keep in mind that C-SEAP can provide additional confidential, cost-free consultation, educational programs, or follow-up services to any manager, supervisor, employee, or work group that wishes to learn more about this issue or to identify additional strategies for successful performance.

#### **Recommendations/Guidelines:**

- As with most customers, the behaviorally disordered person probably sees you, the state employee, as an authority figure, and may be intimidated or anxious. Keep in mind that what is 'routine daily business' to us may be particularly perplexing and unnerving to a person with a mental illness. The anxiety may contribute to peculiar behavior. Calmly reassuring the person that you will take time to understand their concerns is particularly helpful.
- Societal stigma around mental illness is so intense (think of the slang that is often used about mentally ill people) that many mentally ill persons suffer feelings of shame and humiliation, and may be irritable and defensive because of that. Special attention by the State employee to the ordinary elements of respectful service (e.g., listening carefully to the person's concern, even if they are not making good sense; using "Sir" or "Ma'am" in addressing the person; making eye contact; paying close attention to the person and not taking calls or doing other tasks simultaneously) can make an important difference.
- Bizarre speech, nonsensical requests, or peculiar demands may be unnerving to the state employee

who is trying to help a mentally ill customer. It is crucial to avoid labeling the person's comments in a derogatory way, or appearing frustrated or impatient. However, it is acceptable, and may be necessary, to say something like, "I'm sorry, but I'm not understanding what you're saying. Please explain it to me again," or, "I'm sorry, but I'll need to ask a supervisor to speak with you," or, "I'm not sure who can help with your concern, but I'll try to find out and call you back."

- If the customer is engaging in behavior that is disruptive, respond to that specific behavior. State what the individual is doing, state a firm expectation that the problematic behavior stop, and re-affirm that you will try to help. For example: "I cannot help you when you are yelling. Please stop yelling and I will try to help you" Or, "I can't understand you when you speak so fast. Please speak slowly and I will try to help." If the behavior continues to be disruptive or escalates, seek assistance or walk away to obtain assistance.

As the reader has surely noticed, the recommendations so far are consistent with good customer service in general, and do not require different skills than those already possessed by the state employee. It is only that these skills are even more important, even more essential when dealing with the customer whose thoughts, emotions, and behaviors have been adversely impacted by mental illness. The employee should be encouraged to know that her existing skills are sufficient in the great majority of situations involving mentally ill customers; the employee merely needs to pay particular attention to staying calm and implementing her skills in their best form.

Occasionally, however, employees may encounter a mentally ill person whose behavior is so bizarre or belligerent, or even threatening, that very specific responses are necessary. Managers and supervisors are advised to consider and discuss the following:

- With staff that serve the public, proactively discuss situations of potential concern. Have employees identify situations that have alarmed them or would alarm them, and discuss response measures in advance.
- Do staff members have easy access to fellow staff members so that no one individual is physically isolated in serving the public? How does one employee member indicate to another that, "I'm uncomfortable with this situation and need you to help?"
- Does your building have security personnel? Is there an established method of contacting security

**“Encountering Mental Illness” continued on page 7**

# DEPENDENT CARE SALARY REDUCTIONS VS. DEPENDENT CARE TAX CREDIT: WHICH APPROACH PRODUCES THE GREATEST TAX BENEFIT?

BY VINITA A. BIDDLE, CEBS  
EMPLOYEE BENEFITS UNIT

**NOTE:** The following is a general guideline only. Employees should consult their personal tax advisor before enrolling in the State's Dependent Care Flexible Spending Account plan.

If you have children in day care, you should decide during open enrollment whether to claim the dependent care tax credit for eligible dependent care expenses when filing your income taxes or participate in the Dependent Care FSA for 2004. In a few instances, you may be able to do both, although you cannot claim the same expense under both the tax credit and the Dependent Care FSA. Such "double-dipping" is not allowed.

Although the Dependent Care FSA will provide the greater tax benefit for most taxpayers, factors unique to each employee, such as total income, filing status, salary reduction amounts, the number of qualifying individuals, and the amount of dependent care expenses make generalization difficult. Nevertheless, you may find the following information from the Employee Benefits Institute of America, LLC helpful.

If you have no income other than W-2 wages and you use the standard deduction for calculating your federal income taxes, participating in a Dependent Care Flexible Spending Account (DCFSA) on a salary reduction basis

will generally produce the greatest tax benefit. However, there are two exceptions to the general "rule."

- o If your annual income before Dependent Care salary reductions is about \$35,000 to \$39,000, you have only one qualifying dependent, and your dependent care expenses are less than \$3000 a year, you will probably realize greater tax benefits by claiming the Dependent Care Tax credit.

- o If your annual income before Dependent Care salary reductions is less than \$12,000 to \$15,000, you will probably realize greater tax benefits by claiming the Dependent Care Tax Credit.

Additional information may be found on the IRS website at [www.irs.gov](http://www.irs.gov). See Publication 972 - Child Tax Credit and Publication 596 - Earned Income Credit. responsibility of the individual family. The State assumes no obligation for these arrangements and does not endorse any of the organizations or their programs.

For more information contact Vinita Biddle at [vinita.biddle@state.co.us](mailto:vinita.biddle@state.co.us) or 303-866-3434.

## "Open Enrollment Q & A" continued from page 3

**Q: Can employees complete the above-mentioned forms before Open Enrollment begins on October 20, 2003?**

**A:** Yes, employees will be able to access, print and complete the forms prior to October 20, 2003. Please instruct your employees that any forms that are being sent directly to providers should not be sent until Open Enrollment begins.

**Q: What happens to the On-Line Open Enrollment system on November 8, 2003?**

**A:** The On-Line Open Enrollment system will close on November 8, 2003 for administrative reporting and production of confirmations for those employees that made changes. Confirmations for employees with changes will be mailed out to their home address during this period. The On-Line Open Enrollment system will

be available for corrections by employees and/or administrative users November 15, 2003 through November 21, 2003 at midnight.

We understand your concerns, and will work hard to address all your needs and the needs of your employees during the open enrollment period. If you have other questions or concerns, please forward them to my attention at [marilyn.jordan@state.co.us](mailto:marilyn.jordan@state.co.us). We are committed to creating a successful, paperless open enrollment process. Thank you for your patience and support during this transition year.

# BECOMING A "STELLAR" LEADER?

BY SUSANA VILLESCHAS  
PROGRAM LEADER, PROFESSIONAL DEVELOPMENT CENTER

We all are leaders in one capacity or another. One doesn't have to be a manager, supervisor, or team leader to demonstrate leadership skills. We all use leadership skills in our daily activities by problem-solving with co-workers, teaching, motivating, and inspiring our children, persuading our spouses, or encouraging our friends.

But how can you become a truly effective or "stellar" leader? Are you a leader that stands out from other leaders? Are you someone that your colleagues or subordinates would choose to follow to a place they normally wouldn't go by themselves? Do your employees or colleagues regard you as a leader that inspires competency, trust, and admiration? As a leader do you build bridges so that other employees can move from where they are to where they want or need to be?

Stellar leaders have distinct qualities that set them apart from other leaders. It is our responsibility to continuously renew our skills as leaders, and, when possible strive to be "stellar" leaders.

The Colorado Leadership Development Program provided by the State of Colorado's Professional

Development Center is a program aimed at developing and improving leadership skills. This high powered and thought provoking program delivers all the important tools and strategies that are key to leadership effectiveness.

The training program focuses on four primary leadership styles. Type One leaders are empowering and involved. Type Two Leaders are problem focused. Type Three leaders are productive and action oriented and Type Four leaders are dynamic and enthusiastic. Once participants identify their leadership style, they are provided with tools to improve their leadership strengths, remove or minimize leadership weaknesses, build collaborative relationships, and effectively lead in times of transition and change.

Take the responsibility and sign up for the Colorado Leadership Development Program. The next program is scheduled in November from November 3 to November 7, 2003. The training will be conducted in Denver.

To register for the training call or e-mail Carolyn Gable at 303-866-2439 or [carolyn.gable@state.co.us](mailto:carolyn.gable@state.co.us). You can also visit our website at [www.colorado.gov/dpa/dhr/train](http://www.colorado.gov/dpa/dhr/train).

## **"Encountering Mental Illness" continued from page 5**

personnel for rapid assistance in the case of a belligerent or persistently disruptive customer who does not respond to reassurance or calming?

- Disruptive or bizarre behavior often indicates fear or anxiety. It may be particularly helpful to calmly reassure the disturbed individual that the office is a safe place and that there is no need for anxiety or worry.
- If an individual is violating personal space, e.g., coming uncomfortably close to a staff member, or looming over a seated employee, the employee should cease trying to meet the customer's request until appropriate boundaries are reestablished. The employee might say something like, "You are too close to me. Please back up two steps and then we can continue," or, "Please don't stand over me. Please take a seat and I'll be happy to try and help you." If the individual is not responsive to these requests, the employee should terminate the interaction and immediately seek assistance from other employees or from supervisors. This is one situation in which behavior that might usually be considered rude (i.e., just walking away) may be appropriate. In the rare situation in which the customer demonstrates agitation and the employee

feels threatened or intimidated, maintaining safety and security trumps ordinary customer service manners.

When any member of a work-group has had a challenging or difficult interaction with a behaviorally disordered person, it is beneficial to discuss that event individually with the employee, to assess whether the employee perceived himself to have adequate resources of training and support to manage the encounter effectively. (If the employee experienced a very frightening or threatening situation, consider referring the employee to C-SEAP for individual counseling and support). It is also frequently helpful to review examples with the work-group as a whole, not to judge or label the skills of any specific staff member, of course, but rather to brainstorm strategies of mutual support and effective customer service. C-SEAP is always available to assist with this kind of process on an individual or group basis.

Background resources for this article, and sources of additional information on mental illness and the workplace, include: American Psychological Association: [www.apa.org](http://www.apa.org); National Alliance for the Mentally Ill: [www.nami.org](http://www.nami.org); The Treatment Advocacy Center: [www.psychlaws.org](http://www.psychlaws.org); Mental Illness Research Association: [www.miraresearch.org](http://www.miraresearch.org); National Institute of Mental Health: [www.nimh.nih.gov](http://www.nimh.nih.gov); and, Office of the Surgeon General: [www.surgeongeneral.gov](http://www.surgeongeneral.gov)



# Envision your goals

# Learn to achieve



Professional Development Center  
DPA Division of Human Resources  
1313 Sherman Street, First Floor  
Denver, Colorado 80203

0001

PAY TO THE ORDER OF Visionary Employees \$ 100.00  
One hundred and 00/100 ~~~~~ DOLLARS

FOR Training  Jeffrey C. Schutt



## And we will give you \$100 dollars to do it!

This promotion is good for any 5-day course (\$25 off any one-day course). One coupon per student. Please mention this promotion when registering.

### Colorado Supervisory Certificate Program

A 5-day, certificate-earning course that is perfect for new and aspiring supervisors. \$725.

Denver

October 7, 14, 21, 22 & 28

January 12 - 16, 2004

March 2, 9, 16, 23, 30, 2004

May 6, 11, 18, 20, 25, 2004

### Leadership Development Program

(formerly Advanced Supervisory Certificate Program)

This is a 5-day, certificate-earning, advanced supervisory course that helps managers exceed their potential. \$725.

Denver

November 3 - 7

February 2 - 6, 2004

April 6, 13, 20, 27, 29, 2004

June 1, 8, 15, 22, 29, 2004

Register Online Now

[www.colorado.gov/dpa/dhr](http://www.colorado.gov/dpa/dhr)

(under Training)

To find out more about these  
courses or custom learning  
opportunities designed to meet your  
unique business needs, contact the  
Professional Development Center.

DPA Division of Human Resources

1313 Sherman Street, First Floor

Denver, Colorado 80203

Phone: (303) 866-2439

Fax: (303) 866-2334

Email: [prsnl.training@state.co.us](mailto:prsnl.training@state.co.us)



# A NEW DAY...



# AGENDA

7:30 – 8:00	<b>Registration &amp; Continental Breakfast</b>	<b>Galleria</b>
8:00 – 10:00	<b>Morning General Session</b> <i>Welcome - Total Comp &amp; Civil Service Reform Update</i> Troy Eid, Executive Director Colorado Department of Personnel and Administration  <i>Keynote Address - The Brave New World of Health Care</i> Former Governor Richard Lamm, Co-Director Institute for Public Policy Studies, University of Denver	<b>Ballroom</b>
10:00 – 10:15	<b>Morning Break &amp; Refreshments</b>	<b>Galleria</b>
10:15 – 11:45	<b>Workshops - Session I</b>  <i>Strategic Staffing: The Future of Selection</i> - Rick Jacobs, PhD <i>Living with Peril</i> - Jon Richard, PsyD <i>Infectious Diseases &amp; Bio Threats</i> - James L. Beebe, PhD; Captain Yvonne Boudreau, MD, MSPH; John Martyny, PhD <i>Workplace Preparedness</i> - Tamara Muhic; Captain Allan M. Turner; Gene Wilcoxson	<b>Room A</b> <b>Room B</b> <b>Room C</b> <b>Room D</b>
11:45 – 12:00	<b>Networking Break</b>	<b>Galleria</b>
12:00 – 1:00	<b>Lunch &amp; Award Presentations</b>	<b>Ballroom</b>
1:00 – 2:30	<b>Workshops - Session II</b>  <i>Developing Your Workforce: Meeting Organizational Needs</i> - Rick Jacobs, PhD <i>Vehicle Use: Programs &amp; Policies</i> - Ted Gross <i>Mock Trial: Part I</i> - From the Attorney General's Office Employment Unit: Jane Christman, First Assistant Attorney General; Doug Cox, Assistant Attorney General; Larry Lee, Assistant Attorney General; Alison Kyles, Assistant Attorney General; Danielle Moore, Assistant Attorney General; Will Allen, Assistant Attorney General; Linda Whitaker, Legal Assistant; Steve Morrow, Legal Assistant; and, Michelle Daniel, Legal Assistant. From the Tort Unit: Pat Herron, Assistant Attorney General.	<b>Room A</b> <b>Room B</b>  <b>Room C</b>
2:30 – 2:45	<b>Afternoon Break &amp; Refreshments</b>	<b>Galleria</b>
2:45 – 4:00	<b>Workshops - Session III</b>  <i>Lemons to Lemonade</i> - Richard Archuleta; Rosalind Bedell; Brian Karch; Florence Martinez <i>Live Out Loud</i> - Suzanne Woodruff-Regan <i>Mock Trial: Part II</i> - See above	<b>Room A</b>  <b>Room B</b> <b>Room C</b>

# A new day...

The sun has set on  
the status quo.

Changing times are  
changing the way  
the state does  
business.



## 2003 Colorado Fall Conference

### REGISTRATION FORM

NAME: \_\_\_\_\_

DEPARTMENT/DIVISION: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

EMAIL: \_\_\_\_\_

VEGETARIAN LUNCH: \_\_\_\_\_

(Please indicate if you would prefer a vegetarian lunch. Thank you.)

**COST IS ONLY \$35.00 PER PERSON**  
(INCLUDES ALL CONFERENCE MATERIALS & LUNCH)

*If paying with an IT Document through COFRS, send a copy of the IT YYY document set up to agency AQF. FEIN/COFRS ID #840644739L. Fax to 303-866-2021 and please be sure to provide the Accounting Contact at your department and his or her phone number.*

ACCOUNTING CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

*If paying by check, please make your check payable to State of Colorado, and mail directly to:*

Department of Personnel & Administration  
Division of Human Resources – Risk Management  
1313 Sherman, Rm 122  
Denver, CO 80203  
Attn: Judi Karg

\*\*\*PAYMENT IS DUE PRIOR TO CONFERENCE\*\*\*

\*\*\*CREDIT CARDS ARE NOT ACCEPTED\*\*\*

\*\*\*CANCELLATIONS NOT ACCEPTED AFTER OCT 13\*\*\*

\*\*\*DEPARTMENT WILL BE CHARGED FOR NO SHOWS\*\*\*

REGISTER ONLINE AT [WWW.COLORADO.GOV/DPA/DHR](http://WWW.COLORADO.GOV/DPA/DHR)

*The 2003 DPA Colorado Fall Conference – Friday, October 17, 8am - 4:30pm at The Arvada Center for the Arts & Humanities – combines the best of the Annual State Risk Management and Annual Personnel Conferences into the most dynamic, cost-effective, one-day conference specifically designed to address the unique challenges of state service. Below are our tentative workshop sessions with brief descriptions. Please indicate with a check which workshop you will attend in each session:*

#### SESSION I – 10:15 AM

##### A. STRATEGIC STAFFING: THE FUTURE OF SELECTION

This workshop will explore the use of competency-based methods for job description, the linking of job description results to assessment tools and the Internet enablement of the entire process. Presented by Rick Jacobs, noted Penn State University professor, Doctor of Industrial & Organizational Psychology and Vice President Consulting, Americas, SHL.

##### B. LIVING WITH PERIL

The "new face" of Risk Management in times of budget shortfalls and crisis situations. The presentation will focus on mental health and stress issues, burn-out, legal liability concerns, workers' compensation exposures in public workplaces and coping skills.

##### C. INFECTIOUS DISEASES & BIO THREATS

SARS, West Nile Virus, Hepatitis C, Bio-threats, and their impact on benefits, health care and Workers' Compensation providers and the dangers presented to those in governmental settings.

##### D. WORKPLACE PREPAREDNESS

Departmental threat assessments, contingency plans in case of a disaster, problems presented by multi-agency buildings and those shared with the private sector.

#### SESSION II – 1:00 PM

##### A. DEVELOPING YOUR WORKFORCE: MEETING ORGANIZATIONAL NEEDS

Rick Jacobs will present a four-step organizational improvement process. Tools to make this happen will be presented and ideas will be put to the test through active discussions among participants at the workshop.

##### B. VEHICLE USE: PROGRAMS & POLICIES

Ted Gross, Service Center Manager, Fort Lewis College will provide an overview of Ft. Lewis College's vehicle use program presentation, which may serve as a prototype for other agencies. Risk Management staff will provide additional material covering passenger van driver's training, policies regarding alcohol use and operation of state vehicles and other vehicle use issues.

##### C. MOCK TRIAL: PART I

Back by popular demand, the State Office of Risk Management in conjunction with the Attorney General's office will stage a mock trial that explores a personnel-related liability claim.

#### SESSION III – 2:45 PM

##### A. LEMONS TO LEMONADE

A panel of state and private-sector HR experts will examine strategies for effectively coping with challenging workplace changes.

##### B. LIVE OUT LOUD

Humorous video presentation by DHR's Suzanne Woodruff-Regan. In this session, you'll have a great laugh as you learn to develop the skills of living and leading out loud. Boost your energy and vitality, bust your stress and have more fun, and let go of the stuff you no longer need to carry around.

##### C. MOCK TRIAL: PART II

Stay tuned for the exciting conclusion.

# GET YOUR FLU SHOT!

The Center for Disease Control and other organizations are urging people to get the shots, to help mitigate the impact of the flu season and to adequately prepare for the potential of another SARS epidemic.

Concentra, in conjunction with Risk Management, has again scheduled several opportunities for employees to inexpensively prepare themselves for the flu season with a flu shot. The cost is only \$16, and sites are open to all state employees, their family members, and friends. Payment is by check or cash. Shots are given on a first come, first served basis. At some sites, employees will need a state ID or other form of identification and may have to sign into the building.

WHEN	WHERE
October 6, 10:30am - 11:00am	Department of Human Services 3824 W. Princeton Circle, Denver 80236
October 14, 10:00am - 11:30am	CBI 690 Kipling #3000, Lakewood 80215
October 16, 2:00pm - 3:00pm	Front Range Community College 3645 W. 112th Ave., Westminster 80031
October 17, 12:30pm - 1:30pm	DPA Fall Conference Arvada Center for the Arts and Humanities 6901 Wadsworth Blvd., Arvada 80003
October 21, 8:00am - 10:00am	Department of Labor & Employment 1515 Arapahoe, Suite 700, Denver 80222
October 22, 1:00pm - 2:00pm	Department of Personnel & Administration, North Campus 1001 E 62nd Ave., Denver 80216
October 27, 11:30am - 12:30pm	Department of Healthcare Policy & Finance 1570 Grant St., 2nd floor, Denver 80203
October 29, 9:00am - 11:00am	State Centennial Building 1313 Sherman, Denver 80203
October 29, 11:30am - 1:30pm	General Attorney's Office 1525 Sherman, Denver 80203
October 30, 1:30pm - 3:00pm	Front Range Community College 2121 Miller Dr., Bldg C, Rm 1480, Longmont 80501
November 6, 8:00am - 10:00am	Department of Labor & Employment 251 E 12th, Denver 80202
November 12, 1:00pm - 2:00pm	Department of Regulatory Agencies 1560 Broadway Dr., Ste 1550, Denver 80202
November 13, 10:00am - 11:00am	AHEC 1201 5th St., #370, Denver 80217
November 14, 7:00am - 11:00am	Department of Transportation 4201 E. Arkansas, Denver 80222

For more information about the flu shot program, contact Risk Management at 303-866-3848.